



Overview

This unit is appropriate for you if your role involves:

- helping other people to develop their skills in the workplace

The activities you are likely to be involved in:

- helping other people identify what they want or need to learn to make them effective in the workplace
- working with learners to identify their current levels of skills
- helping other people identify their preferred styles of learning
- acting as a mentor to learners
- helping the organisation to develop effective learning methods

What the unit covers:

- 1 helping individuals to identify their learning needs
- 2 supporting other people in the workplace to develop their basic skills



Element 24.1: Help individuals to identify their learning needs

Performance criteria

You must be able to do the following:

- a Help colleagues to work out what they want or need to learn to be effective at work.
- b Listen carefully and sympathetically and ask questions in a way which does not embarrass the learner.
- c Give clear and relevant information about basic skills opportunities which helps other people to make an informed decision.
- d Make appropriate initial assessments of the current levels of skills and how you can check these.
- e Suggest ways the individual can work towards their learning aims.
- f Support other people in taking the next appropriate steps.
- g Keep in touch with other people in the organisation who can help in the learning process.

Element 24.2: Support others in the workplace to develop their basic skills

Performance criteria

You must be able to do the following:

- a Agree how you can best support other people to learn in the workplace.
- b Work with line managers and the people who provide learning opportunities to support the learner.
- c Give learners appropriate mentoring support if necessary.
- d Help learners with reading, writing and numeracy.
- e Give learners the opportunities to practice and develop specific skills.
- f Help to review the progress with other people if necessary.
- g Agree any continuing contribution to other people learning.
- h Identify further opportunities for learning within the workplace and let the appropriate people know.



Knowledge requirements

You need the following knowledge to perform this Unit of Competence. You will show this through the outcome of your work activities and through evaluations of your systems and processes.

You need to be able to show that you have general knowledge and understanding of the following:

The nature and role of delivering basic skills in the workplace

- 1 how the organisation is structured and where to find learning opportunities
- 2 how to evaluate the demands of the workplace
- 3 how to identify the reading, writing and numeracy levels needed to be effective at work

Principles and concepts

- 4 how to apply the basic skills curricula to work activities
- 5 how to develop effective working relationships with learners, expert practitioners and colleagues
- 6 how to create a safe and comfortable environment in which to discuss issues of basic skill and learning needs
- 7 how to identify the appropriate systems of support in the workplace
- 8 who to go to for more information and support

External factors influencing the learning environment

- 9 how legislation requirements for diversity and fairness at work may affect how basic skills are delivered in the workplace